

# WE'LL HELP YOU STAY WARM FOR LESS

HOME  
ENERGY  
SCOTLAND

## WHO ARE WE?

We are Home Energy Scotland, an impartial advice service funded by the Scottish Government. We provide free, clear advice on making your home easier to heat, so you can:

- save money
- make your home warmer and more comfortable
- reduce your carbon footprint.

Our advice is completely unbiased and independent.

**energy**<sup>®</sup>  
saving  
trust



**Greener  
Scotland**  
Scottish  
Government

## HOW CAN WE HELP?

Our advice is individual to you. No matter what your personal or financial situation, we can help you to make the best use of energy at home and keep your bills as low as possible.

We'll carry out a Home Energy Check. This will help you find out where you can make savings and if you can get financial help for energy saving improvements.

We can also:

- arrange for you to take a benefits check to see if you qualify for any benefits (both means-tested and otherwise) or tax credits that you're not claiming
- tell you about any discounts or options available to help with your energy bills.

Depending on your circumstances, you may be able to get help with the cost of insulation, draught-proofing and heating.

Thousands of people have saved money through reducing the amount of energy they use and taking advantage of cost savings, discounts or benefits available to them.



# WHAT HAPPENS WHEN WE SPEAK TO YOU?

Our trained advisors will talk you through ways to make your home warmer and reduce your energy costs. We also help you save money and potentially increase your income through:

- access to funding; and
- checking you're receiving the right benefits.

We want to make sure that you get the best possible advice based on your own situation. To do this, we'll ask you for information about you and your home so we can detail all of the options available to help you make an informed choice. This means the time it takes to give you the advice can vary, depending on your situation.

When we speak to you, our advisors will clearly set out how we can help. We'll also detail what information we'll need and discuss how we keep this information secure.

We'll ask you a series of tailored questions so we can:

- give advice that's relevant to you, and which helps you decide on any actions to take;
- discuss the options and support available, so you can make the right choice; and
- link you to other services, like benefits checks, tariff support or possible funding.

After we've spoken with you, you will have clear information on what's available for you and the next steps you can take.



UK CUSTOMER  
EXPERIENCE AWARDS 16  
FINALIST

# GET IN TOUCH

If someone (like a GP, social worker, energy advice provider, money advisor or Citizens Advice staff) told you about us and you gave them permission to give us your details, you don't need to do anything. We'll be in touch soon.

If you've found out about us yourself, from a friend or neighbour, or if you picked this leaflet up somewhere, get in touch. No matter what your situation or where you live in Scotland, we can help.

Call **0808 808 2282** or visit **[homeenergyscotland.org](http://homeenergyscotland.org)**

We give advice mainly over the phone. If you find it difficult to use a phone, you can have a carer, an interpreter or a friend or family member help you, or we can arrange a home visit and they can be there too.



HAPPY TO TRANSLATE

**HOMEENERGYSCOTLAND.ORG**  
**0808 808 2282**  
**FUNDED BY THE SCOTTISH GOVERNMENT**

SC272 © Energy Saving Trust Ltd. March 2017.

Home Energy Scotland is funded by the Scottish Government and managed by Energy Saving Trust. Energy Saving Trust Limited. Registered in England and Wales No. 02622374

Home Energy Scotland advisors are available Monday – Friday 8am to 8pm, and on Saturday from 9am to 5pm. This information is available in translation, in audio and in large print or braille on request. Call us on 0808 808 2282.